

QUESTIONS AND ANSWERS FROM BILLINGS AND MISSOULA TECHNICAL ASSISTANCE SESSIONS

POLICY MANUAL

Question: What date does the State WIA Policy Manual become effective for use by service providers?

Answer: The State WIA Policy Manual was effective April 1, 2006.

FISCAL

Question: Can service providers get the Fiscal Forms for cash draws etc?

Answer: Leslie Duffy, WIA Fiscal Officer, will distribute fiscal forms to service providers.

YOUTH

Question #1: What is the State's policy on serving 14-15 year old youth? In 2005, MJTP instructed youth service providers to term all 14 and 15 year olds, however the age eligibility still includes 14-15 year olds.

Answer: We understand this is a concern around meeting performance when including the younger youth in the mix of youth served, however for the time being youth providers should continue to serve 14-15 year old youth.

Depending on which version of Reauthorization passes this may not be an issue in the future.

Question#2: Can youth who are not economically disadvantaged receive WIA services?

Answer: Yes. Individuals who do not meet the income criterion for youth may be served under the five-percent eligibility (see 5% Window Eligibility in Section 3.20 of the WIA Policy Manual.)

Question #3: MJTP's policy manual said that up to 5 percent of each service provider's participants can be non-economically disadvantaged youth provided that they meet the other eligibility requirements and selective service. In the Technical Assistance session in Billings we were told that the 5% applies to the local area and not each service provider, what is the policy?

Answer: WIA Regulations at 20 CFR Part 664.220 says that up to 5% of youth participants served by youth programs in a local area may be individuals who do not meet the income criterion for eligible youth. We will revise the State's WIA Policy to say local area and not each service provider.

Since the 5% eligibility is tracked through MontanaWorks the State will print a report to determine the extent that service providers are enrolling non-economically disadvantaged youth. We are hoping that the overall enrollments for the area end up at 5% or below, however if it turns out that each youth provider has used the 5% window of eligibility we will work with providers to resolve this problem.

Question #4: Does parental permission need to be obtained for minor youth?

Answer: Parental permission should be obtained, if at all possible, before a minor youth (14-17 and up to 18th birthday) is questioned about eligibility.

PROGRAM MANAGEMENT QUARTERLY REPORTING

Question: Are Quarterly report forms in the manual?

Answer: Quarterly Status and Expenditure Report Forms and the Matching Contribution Report form for the State Displaced Homemaker program are in Section 8 of the Policy Manual.

For the Adult and Youth programs there is currently no form for Quarterly Narrative or Planned versus Actual enrollments. The format for the quarterly reports is outlined in Section 1.120 A. in the WIA Policy Manual

CASE MANAGEMENT

Question #1: Will case managers be required to have a supervisor verify eligibility?

Answer: Eligibility verification by the supervisor is an issue between the case manager and the supervisor. This is not a State requirement, however we do recommend that service providers have some type of quality control system in place.

Question #2: Do we use the WIA prioritization form and the number system that Utah uses?

Answer: Not currently but the State is looking into that.

Question #3: Can service providers have a standard form indicating that an individual has refused to show their social security card or give their social security number?

Answer: Service providers can note on the appropriate eligibility verification worksheet (WIA.10-13) that the individual has refused to show the card or provide the number.

Question #4: What if the individual does not have their Social Security Card yet?

Answer: Service providers should assist the individual in obtaining a social security number from the Social Security Administration. The procedure for obtaining a social security number is in Section 3.90 of the WIA Policy Manual.

Question #5: Can the State make case notes public to ensure service providers with co-enrolled participants can share data?

Answer: Let us know if you run into problems with viewing case notes. It is particularly important for participants who are co-enrolled that all case notes should be made public. If case notes are marked confidential, only the case manager who wrote the note can view them. If case notes are marked private, only case managers in that particular office can view them. If case notes are marked public, all service providers can view them.

Confidential case notes should not be entered into MontanaWorks, instead case managers should write the case note and put it in the participant's file.

Question #6: In the manual, Section 1.30, Paragraph K 2 (e) states "no former employees laid off or terminated in anticipation of WIA funding of a position may be rehired under WIA into such a position". Why, what is the logic/need behind this?

Answer: Section 181 (b)(3)(b) of the Workforce Investment Act prohibits the employment of a participant in a job if the employer has terminated the employment of any regular

employee or otherwise reduced the workforce of the employer with the intention of filling the vacancy so created with the participant.

WIA funds are not meant to be an incentive to employers to lay-off an employee who might be eligible for WIA programs with the idea of re-hiring that same employee so the employer can get the benefit of WIA assistance (such as reimbursement for an OJT or customized training).

Question#7: What is the timeframe for entering case notes? Is there a standard or rule to follow?

Answer: Case notes should be recorded as soon as possible following the contact with the client. Waiting until the end of the week or the end of the month to write up case notes can lead to gaps in memory and the chance that critical documentation information will be missing from the file should questions arise in a monitoring or audit. WIA program managers and monitoring staff will periodically access WIA participant files in MontanaWorks to monitor for the timely input of case notes and other data.

Question#8: Given the intensity of client case management proposed what level of caseload per case manager is proposed possible and optimal.

Answer: The State does not dictate nor regulate caseload. This is a matter between the case manager and their supervisor.

Self-Sufficiency

Question: How do we justify a client was not able to achieve self-sufficiency?

Answer: First and foremost the intent of the Workforce Investment Act is to assist individuals in obtaining employment that leads to self-sufficiency. Service providers should ensure that all appropriate services including job development, counseling, supportive services etc. are made available to individuals to help them achieve self-sufficiency. However, in the end, the service provider has no control of what type of job the individual chooses to accept.

When a participant accepts employment below self-sufficiency, case notes and the IEP/ISS must contain documentation of the services the participant received, what you did as a case manager to assist that them in preparing them for employment at a level of self-sufficiency including explore, with the participant, the potential for receiving training services that might lead to employment at or above self-sufficiency.

Basic Literacy Assessment

Question#1: Do we need to use the new TABE test?

Answer: Yes you should use the latest version.

Question#2: Can we use the TABE short form?

Answer: That depends on what is recommended in the Guide to Administering the TABE.

Question#3: OPI has no control of TABE test.

Answer: Correct. OPI does not control which instrument is used for literacy assessment outside its own Adult Basic Education providers. However the TABE is the most commonly used assessment tool in Montana's education and job training programs and as mandatory partners in the Workforce Investment Act, the Department of Labor and Industry and OPI are interested in coordinating and providing access to training on the use of TABE within

Montana's Workforce System. Additionally as one of the 29 programs along with WIA Title IB programs included in the common measures the ABLE program is in a position to know which literacy assessment is current and meets the national standards for pre and post-testing. As partners with the adult basic education community it is only to our advantage that testing be consistent across these two programs.

Question#4: Does everyone have to be assessed?

Answer: Service providers should not be enrolling anyone without an assessment with the exception of individuals that can provide other acceptable documentation as listed in Section 3.40 of the State WIA Policy Manual.

Question#5: Who is requiring TABE certification and why?

Answer: The Statewide Workforce Programs and Oversight Bureau is going to require that all WIA Title IB case managers become certified before they can administer the TABE. One size does not fit all and we do not believe that assessments are always administered appropriately as sometimes the tests are administered by individuals who have not received certification or training on how to administer the test. If TABE results are not reliable, measurable and consistent then appropriate placement becomes an issue. When used appropriately TABE assessment is both measurable and consistent. TABE certification training is scheduled for June 2006.

Question#6: Why is post testing required for adults if there is no performance measure?

Answer: Post testing will not be required for every adult or dislocated worker that has tested below 8.9. The State is reviewing the current policy in the manual and will look at who (adults/dislocated workers/in-school youth) should be post-tested and when.

Individual Employment Plan (IEP) / Individual Service Strategy (ISS)

Question: Do we need to add follow-up on the IEP

Answer: Yes.

Supportive Services

Question#1: Do we need a financial form to prove financial need?

Answer: No, the State does not require one. Based on the requests from service providers the State will look at developing a financial need form.

Question#2: Do we still need to use WIA 22?

Answer: No. The only form, at this point, that the Bureau is requiring for supportive services is the WIA.20, which is used only for cumulative tracking of direct payments to participants. While this Bureau does not encourage direct payments to participants there are times when this becomes necessary. Service providers should use form WIA.20 to record the amount paid to the participant (if under \$500). If or when the total amount reaches \$500 that form along with a waiver request to make another payment to the participant must then be submitted to the adult, youth or dislocated worker program manager. (For further clarification refer to Section 4.80 in the State WIA Policy Manual)

Needs Assessment

Question: Will the Financial Aid Form from college (Student assist. Report) work for a needs assessment.

Answer: No. Service providers should document the needs assessment as well as what resources are available to the participant including family resources, grants etc. in the IEP/ISS.

Rent/Lease Documentation

Question#1: Do service providers need to obtain a receipt for a rent payment to a landlord?

Answer: Yes

Question#2: Does the State require the W-9 to be maintained in participant files?

Answer: No the W-9 form is not a requirement for WIA.

Individual Training Accounts (ITA)

Question#1: What specific documentation do you have to have in the file to show you have an “ITA”?

Answer: The Bureau will be developing guidance and a template for setting up ITAs. In the meantime while the guidance and template are being developed, document the need for training services (individual has gone through core, intensive and is in need of training to obtain employment etc.), and establishing the ITA in the participants' Individual Employment Plan or Individual Service Strategy, the amount established for the ITA and the eligible training provider.

We will also be seeking out ITA best practice examples from local service providers and disseminating that information to all service providers.

Question#2: Is the Financial Aid Form from college (Student assist. Report) needs-assessment including family resources, grants etc. work in place of the ITA? (Need ISS resources)

Answer: No

MontanaWorks

Printing/Accessing Reports

Question#1: We really need to be able to print the record. I have exited youth and cannot print their record. Hence, no case notes are in the file. We would also like to have a printed copy of the entire file including support services and the plan.

Answer: We are working on creating reports for you to do your jobs. The Participation Record (the old Turn Around Document) is now available so you can print the application, services, support, completion, follow-up, and case notes. The IEP/ISS print function will be available soon.

Question#2: Will case managers have the ability to access reports? This is vital, specifically the WIA reminder report.

Answer: The Pending Participant Report (the old MTMIS WIA Reminder Report) will be available in the very near future. We are testing it now to ensure it provides accurate, helpful data.

Question#3: Is there a way to print case notes in a report form instead of each screen or case note separately?

Answer: Yes, the Participation Record has an option for printing case notes. You can specify a date range to print case notes.

Question#4: When a case note is labeled as confidential or private, when the case notes are printed out will these print?

Answer: All case notes can be printed by the case manager who created them, including confidential and private case notes. Private case notes will be accessible to any case manager in a particular office. Public case notes will be accessible to anyone.

Question#5: New case manager could not see case notes for client she took over.

Answer: We assume the case notes for this participant may have been marked "Confidential" when created. If you have case notes that need to have the access level changed, let us know and we will fix them.

Co-enrollment

Question#1: What are the guidelines for co-enrollment in MontanaWorks? For example how do we work with dual files and what if data is originally entered differently than the 2nd enrollment?

Answer: The original application data will stay the same, unless the program being co-enrolled in has different eligibility requirements:

Example: A participant is originally enrolled in the Dislocated Worker program. Another service provider enrolls them in the Adult program. All data except eligibility for the Adult program would remain the same in the participant's record. Call Kate Kahle to change the eligibility information. You can document any other changes in the case notes.

You don't need to duplicate services that have already been provided by the other service provider. Enter only services or support activities that you are paying for.

Question#2: If a participant is co-enrolled with other WIA program(s) is a Turn Around Document sufficient for their files or does the secondary program need copies of all paperwork including documentation.

Answer: The Participation Record (old Turn Around Document) is sufficient for co-enrolled participant files. Documentation for eligibility should be kept in the files of the service provider who originally registered the participant.

Question#3: For co-enrolled participants where providers agree to share costs of training, does each provider get "credit" for the credential earned?

Answer: Yes, if a participant is co-enrolled, each provider will get credit for any positive outcome in performance.

Question#4: Are we entering enough information in the system for you to recognize co-enrollment status so all programs involved can get credit?

Answer: If you are providing support services to a co-enrolled participant, tie these services to a service of your own. You can open a case management service (code 34) and tie the support activities to that service. You will then receive credit for serving that participant.

Question#5: What is the timeline for entering data

Answer: Date must be entered within three (3) working days of completion of the form (Section 7.00 WIA Policy Manual). Service providers will be given a leeway of up to 5 working days before their Program Manager sends a letter to the service provider requesting documentation explaining the reason for the late data entry.

Service providers should document in the case notes the reason for the delay.

Question#6: If we have a participant in an NEG Program and later add the DAA Program are we not suppose to show all the services offered through each program?

Example: 01 for eligibility, 31 for IEP and so on.

Answer: We only need one eligibility, one IEP and so on. If you are providing services that are not duplicated in the other program, document them. Don't duplicate what has already been done in another program. We are working toward a total record for each Participant, not for each Program.

Question#7: What if we have a NEG enrollment of 5/31/2006 and later add DAA effective 1/1/2007? We have a new enrollment date don't we have to show those new services using the new dates?

Answer: No, it is added to the registration we have and those services might already be entered in MontanaWorks. Write a case note to document the changes or use the Comment field on **Services** and **Support** screens to document information related to each activity or support service. We are encouraging use of the Comment field. If information is entered in the Comment fields, we will consider the information a case note. Enter only new services under the new program.

Question#8: Will there be a more detailed MontanaWorks systems manual that provides us with procedures for completing the screens?

Answer: There are no immediate plans to do this.

Validation

Question#1: It would be better if we were able to validate the record before we exit from each record. This action would allow us to go back and forth between screens, but not to be able to exit the record without making sure all the required data was in each record.

Answer: We are working on this request.

Question#2: You cannot move from one screen to another unless the previous screen is **totally** complete. Hence, if you make the mistake of leaving out one miniscule piece of information, you are STUCK. Example – you try to move to the exit screen without all the services closed and you cannot do anything. The computer points you back to Services section to complete data input before it will allow you to input data into the exit screen, but won't let you out of the exit screen.

Answer: This issue is resolved.

Codes

Services

Question#1: How do service codes affect our performance or monitoring? Example: The policy manual states that “youth participants, who enter post-secondary education, advanced training or unsubsidized employment, and participated in 1 or more of the following activities.....Shouldn’t the wording be will be considered not may be considered?

Answer: May is appropriate as receiving the credential depends on the participant’s successful completion of the training.

Question#2: If we enter the plan BEFORE adding services then we have the issue of being stopped and having to shut down etc.

Answer: We will work on the problem of having to shut down to continue when Planned Services are not entered prior to adding to Services. We will create an error message to inform the service provider that the Planned Services need to be created before adding services to the Services screen.

Question#3: Why “estimated” costs field?

Answer: This is a required field. It’s used for allocation of funds among participants so you have an idea of what is being obligated per participant.

ITA

Question#1: Do you have to use the “ITA” codes in the support tabs as part of establishing an ITA?

Answer: Yes

Question#2: Do participants need to be in the “ITA” codes in the support tab in order to pay for training?

Answer: Yes

Gap In Service

Question: Will there be a Gap in service code?

Answer: Yes. We have created code 70, Temporary Delay in Services. You can access this code in the MontanaWorks **Services** screen. Use of this code will exclude a participant from being exited for a temporary delay in services. A gap in service must be documented in the case notes with reason and length of gap explanation.

Support

Question#1: Do support services have to be connected to an open service? What about follow-up support services? Is there a follow-up code?

Answer: Support services must be entered in the Plan and connected to an open service. You can keep an unofficial running tab of expenses related to serving a participant by using this screen. There are follow-up codes that you should use after putting in a last service date:
Youth follow-up: use code 88
Adult/Dislocated Worker follow-up: use code 21

Question#2: Should support services list “other” program dollars?

Answer: Services funded by partner programs should be listed in Support Services. Use the drop-down box under Funding Source to identify partner funding. All partner services should be documented in case notes.

Question#3: The Support screen is being used differently by different providers, is this okay?
Answer: The Support screen should be used to document support activities provided to participants.

Question#4: When we provide a support service it needs to be linked to a service. Don't we have to show the specific service and program we are linking that to?
Answer: Yes, the **Support** screen has been modified so you can document support you pay for participants by entering your agency/PO number. You can also use the Comment field on **Services** and **Support** screens to document information related to each activity or support service.

Services

Question#1: Is there any reason to keep "Project end date" on the Services screen?
Answer: No, the "Project end date" has been removed from the **Services** screen.

Question#2: Please keep the address history tab. We used this section to trace youth who may have moved away from home. We were able to go back to prior addresses to help us find youth who are continually moving around. I also kept phone numbers for those addresses in that section.
Answer: This has been added back in MontanaWorks.

Question#3: I would like to only see my agency's youth in the screen. I have accidentally accessed other agencies youth and been looking through the record in total confusion. Only having immediate access to my agency's information would eliminate this hazard. Also, if we received a youth from another agency, there could be an extra step involved in accessing that data.
Answer: We are assuming this question is related to the Client Search screens. We can't change this to access only your office's records because we don't want duplicate records on the system. If a record already exists for a particular participant, you need to add your data to that record.

Question#4: What about a partner agency? If they already did the enrollment, don't we want to show the services we offered by our agency such as IEP, Rapid Response, training?
Answer: Yes, but you need to show only the services your office provides that are not duplicative. The partner agency should have set up the IEP and you should be working with the co-enrolling agency to update it.

The Job Service offices should be the only offices showing Rapid Response services.

Question#5: If the participation date is the date that someone registers in MontanaWorks, can we set the participation date to automatically populate in the WIA Reg. 3 screen? This is especially important for those agencies that do not have access to all of MontanaWorks.

Answer: The participation date in the WIA section of MontanaWorks should be the date the participant is enrolled in WIA programs. When determining whether a participant is exited from both WIA and Wagner Peyser activities, the system will look at both participation dates for a participant and determine which was the first.

We will provide view access to MontanaWorks to all providers soon.

Question#6: Why can't the data be copied from the Plan to the Services section? This action would save a lot of duplication. As it stands, we have to input the data into the Plan and then input the SAME data into the Services section. Also, it would be nice if we could choose the order in which the data was input (which section or screen first, second, etc.).

Answer: Planned services don't have to be services you actually end up providing to a participant. When you are developing a participant's plan, you can note any services that may fit for the participant in the future. Actual services need to be noted on the plan, but don't have to include all those listed in the planned services. We don't plan to automatically populate the Services screen with planned services.

The order for data input will not be changed. It's important to have Part 1, Part 2, and Part 3 screens completed before moving on to other screens. The Plan has to be completed before Services and Support activities can take place.

Exit

Question#1: Is the exit screen in MontanaWorks going to be changed to more of a case closure screen?

Answer: Yes, the Exit screen is now the **Completions** screen. This screen is updateable. The "Exit date" field has been changed to "Last service date."

Question#2: Why can't the Exit form be changed once it is saved?

Answer: The Exit screen is now called the **Completions** screen and all fields are updateable at any time.

Question#3: The Wage field not on exit screen – case managers use this field to track performance.

Answer: We added a wage field to the Follow-Up screen. We will add a wage field back on the Completions screen as well.

Question#4: If someone completes their last planned WIA program service and then during the 90-day period they come in and need supportive services, do these supportive services extend the exit?

Answer: No, supportive services do not extend the exit. If a client completes services (formerly called exited) due to obtaining unsubsidized employment, they are eligible for post-employment follow-up services to help retain or upgrade their employment for a minimum of 12 months following that completion. This can include program funded supportive services, which do not extend the exit date.

Question#5: When it's time to exit the participant do we both use the follow-up code?

Answer: If a participant is co-enrolled the follow-up code only needs to be entered once in the system. Use the Comment fields on the Follow-up screen or case notes to document your follow-up activities.

Question#6: Do we need to go back in our EXIT drawers to clean up some data on services: Do we enter all services provided under each program a participant is enrolled in on exits?

Answer: No, this would represent duplication. Only enter services your office provides.

Question #7: Do supportive services extend exit? For example if someone completes their last planned WIA program service and then during the 90-day period they come in and need supportive services, do these supportive services extend the exit?

Answer: No, supportive services do not extend exit.

CUSTOMER SATISFACTION SURVEYS

Question#1: If the soft exit creates a 90-day gap from last planned service, how can the Customer Satisfaction surveys be done timely within 60 days?

Answer: Just as it has been done up to this point, the 60-day clock for the completion of a Customer Satisfaction survey is triggered when the Case Manager inputs the completion date of the last planned service in the participant's **Completions** screen in MontanaWorks.

Question#2: Can service providers get customer satisfaction outcomes to improve our programs?

Answer: Service providers cannot get customer satisfaction outcomes for just their offices. The samples would not be statistically valid. Additionally, responses are confidential and those that are contacted for the survey may feel they can more honestly and freely answer customer satisfaction questions to someone other than the service provider.

PERFORMANCE/COMMON MEASURES

Question#1: We need Kate's performance reports by service provider prior to the end of each quarter so we have time to check data and make corrections.

Answer: We initially thought we could provide these reports before submittal to ETA. However, after running the reports early, we found that we don't have wage information in time to do this. The absence of wage data affects all the measures negatively and results are not accurate or complete. Therefore Kate will not be able to provide this information prior to submitting the quarterly report to USDOL.

Remember that all start dates, end dates, and status code fields are used to calculate performance.

Question#2: Do you have or will you send us a list of the 29 programs Keith Rowe said will be measured with the "common measures".

Answer: The list of 29 programs is in Attachment E of the Common Measures TEGL located in Section 12 of the State WIA policy manual.

Question#3: What plans does the state have to integrate the "common measures" aspect of the 29 different programs with the exit dates?

Answer: We have talked about working toward a data warehouse set-up, but this is a very long-term goal.

Question#4: The "common measures" create challenges to monitoring and managing our performance. The WIA measures were already very challenging.

Answer: We agree.

Question#5: Does an “ES” person registered for job search count as still receiving service and counting toward performance?

Answer: Individuals who receive Wagner-Peyser funded core services in a self-service, facilitated self-help, or staff-assisted modality count toward Wagner-Peyser Act performance. These services would not re-activate participation for a WIA client whose case has been completed.

If a person has completed WIA services for unsubsidized employment, they are eligible for post-employment follow-up services for job retention (which would include employment upgrade) for up to 12 months following completion. They would still be counted in performance based on their WIA completion date.

The final goal for all WIA participants is unsubsidized employment. While service providers are not required to have their WIA participants registered with Job Service, they should ensure that participants seeking employment have access to all available resources that can help attain that goal, including job search using ES services.

Question#6: How does Montana get UI data from other states?

Answer: Montana participates in the Wage Record Interchange System (WRIS). This enables us to use UI wage data from other states for participants who move out-of-state and gain employment. This improves our earnings data for performance measures, and also counts toward the entered employment, employment and retention, and employment and credential measures. The State can get UI data from all states but Hawaii.

Authorization for Release of UI Wage Data

Question#1: Are all participants required to sign the WIA.07 for release of UI data?

Answer: Yes, if service providers (non-Job Service) want to track UI wage data.

Question#2: When should participants sign the WIA.07?

Answer: There is no required timeframe for participants to sign the WIA.07. Service providers can have participants sign the WIA.07 at any time during participation in the program. Participants only need to sign one authorization for release of UI wage records only once during participation.

Question#3: Do Job Service providers have to use the WIA.07 and have it in the participant file?

Answer: No. The Job Service has the authority to access UI wage records as a state entity. The WIA.07, signed by the WIA participant, is required of all non-Job Service providers in order for the service provider to obtain UI wage records from the Job Service.

Question#4: Could service providers use Authorization for Release of Information for UI wage records (WIA.07) for participants that were already enrolled in a WIA program?

Answer: Yes.

Question#5: Can service providers use the general Authorization for Release of Information (was WIA.05, now WIA.06) for permission to obtain UI wage records?

Answer: No. In order to obtain UI wage record information participants must sign the Authorization for Release of Information for UI wage records (WIA.07).

Question#6: Can performance be affected if federal wage data isn't useable?

Answer: Yes, although we don't have a large amount of wage data from the Federal Employment Data Exchange System (FEDES). Data is being collected from the Office of Personnel Management, Department of Defense, and U.S. Postal Service. Edit processes are run to ensure that necessary data is present for each participant provided in the data files. We have been using federal data for four quarters.

Question#7: If exited and "unable to locate" then subsequently found in federal wage records, will wage data still count at performance?

Answer: Yes, any data for participants found in UI records or federal wage records will count toward performance.

Credentials

Question#1: How do you record a credential received prior to the end of ALL services in Montana Works? The credential is recorded on exit screen currently and I haven't figured out how to record credential without exiting.

Answer: The **Completions** screen (old Exits screen) is now updateable so credentials can be noted when they are received. Remember that if a participant's credentials are not entered in this screen, they will not be counted toward performance.

Question#2: What date should be entered as the Credential Date when a participant graduates high school or other program?

Answer: The date entered should be the actual date on the credential.

Question#3: Please give us the new credential definition and definition of certificate so we can start changing our enrollments to meet the new performance measures.

Answer: The Glossary in the State WIA Policy Manual is being updated to include the definition of a "certificate" and the revised definition of a "credential. For the time being use the definitions of a credential and certificate that are in Attachment B of the Common Measures TEGL in Section 12 of the policy manual.

Youth

Question#1: If a youth who moves from the area (family moves) can they be excluded from performance?

Answer: No. That is not one of the allowable exclusions. The allowable exclusions are:

- Institutionalized
- Health/medical family
- Deceased
- Reserve called to active duty
- Invalid/missing SSN

Question#2: Do youth goals that were not attained count against performance?

Answer: Yes. If a participant has a goal that has not been attained within a year, the goal will be counted in the denominator but not in the numerator of performance calculations. Set reasonable and attainable goals for participants. Remember that goals must be attained within one year of setting the goal. Update goals with appropriate status in the ISS/Youth Goals screen:

- 3 – Attained youth goal
- 4 – Set, did not attain youth goal
- 5 – Set, cancelled youth goal
- 6 – Set youth goal, attain pending

Earnings Change

Question: Explain the Earnings change measure.

Answer: The Earnings Change measure for PY05 looks at pre-program earnings and post-program earnings. Pre-program earnings are subtracted from post-program earnings to determine the gain in earnings. The total is then divided by the number of participants who exit during the quarter:

Six Months Earnings Increase (PY05):

Of those who are employed in 1st quarter after exit:

$$\frac{[\text{Earnings in quarters 2 + 3 after exit}] \text{ minus } [\text{Earnings in quarters 2 + 3 prior to participation}]}{\# \text{ of participants who exit during the quarter}}$$

The Average Earnings measure, which replaces the above measure for PY06 looks at total earnings for the second and third quarters after exit. The total is then divided by the number of participants who exit during the quarter:

Average Earnings (PY06):

Of those who are employed in 1st, 2nd and 3rd quarters after exit:

$$\frac{\text{Total earnings in the 2nd quarter plus total earnings in the 3rd quarter}}{\# \text{ of participants who exit during the quarter}}$$

Participants in the denominator of both measures above would either be Adult or Dislocated Worker participants.

Older Youth Earnings Measures:

Six Months Earnings Increase:

Of those who are employed in 1st quarter after exit and who are either not enrolled in post-secondary education or advanced training in the 3rd quarter after exit or are employed in the 3rd quarter after exit:

$$\frac{\text{Total post-program earnings [Earnings in quarters 2 + 3 after exit]} \text{ minus } \text{Pre-program earnings [Earnings in quarters 2 + 3 prior to participation]}}{\# \text{ of older youth who exit during the quarter}}$$

ON-THE-JOB TRAINING

Question: Is the State considering expanding the use of the OJT program?

Answer: The Bureau supports expanded use of OJT by local service providers in the future. When used appropriately, OJT reaps benefits for the client, the employer and WIA program performance. The Bureau is committed to providing technical assistance and training on OJT to help service providers expand the effective use of this training activity.

The following comments were gathered at the Missoula technical assistance session and are divided into pro and con regarding the use of OJT. Editorial comments are interjected where appropriate.

Pro comments from operators who are using OJT:

1. When we have a participant and employer available to write a contract,
 - a. Participant has a wage, learns new skills, many participants using OJT don't want classroom training;
 - b. employer wants to develop his or her own employee.
2. It is a fairly easy process to administer and allows closer relationship to develop with the employers.
3. It leads to full time permanent employment with that employer, when the training is over, no job searching.
4. It is cost effective for programs.
5. Processing paperwork is straightforward.
6. Creates a job opportunity (bribe).
7. Encourages earlier return to employment.
8. Supports completion of training that requires hours for licensing.
(Related to that – OJT is an effective companion with apprenticeable occupations)
9. Client has an income from day one.
10. Frequently results in long-term employment.
11. Gain a close relationship with an employer and an employee.
12. No worry about not completing traditional classroom training.
13. Completion of classroom training may not result in employment.
14. OJT usually gives your organization positive feeling from the employer.
(Successful OJTs provide great PR with the business community)
15. We think they are a good option because the worker is earning a wage while learning the job. And they work locally, aren't commuting to a school, which for us is usually Missoula.
16. Cost effective/quickest training.
17. Increases chances of meeting performance.
(Successful completion of OJT and move to unsubsidized employment is like money in the bank in terms of meeting performance)
18. Allows participant possibility of self-sufficiency while training.
19. Helps to develop contacts with local business owners/managers for future job development and economic growth.
20. Better use of WEX/OJT \$.
21. Better employer commitment to training.
22. Since participants are already hired by employers, less chance of employer backing out after training.
23. Better success for job retention.
24. Less paperwork.
25. Overall higher completion rate for participants.
26. Permits income while learning a new skill.
27. Great employer incentive.
28. Hands on type of instruction benefits individuals with poor study skills.
29. Gets people back to work right away.
30. People receive training and get paid.
31. Good, practical experience from employers.

32. Although it's a little extra work, OJT offers an opportunity to support an existing business, train an employee, provide a service, and hopefully at the end, secure a position in the community for a dislocated worker.
33. Great way to train workers without a huge financial burden on the client.
34. I love talking to the employer and trainee to see learning and appreciation of the OJT program.

Con comments from operators who are not using OJT:

1. Limited funding.
OJTs are not necessarily any more costly than classroom training or WEX. It's really a matter of what best meets the training needs of the client.
2. Employers are stating they will train new hires.
This is actually a good argument to encourage an OJT with an employer. ALL new hires require some level of training and orientation – which is costly to an employer. With an OJT the employer will be able to recoup some of that initial cost of training.
3. Work experience seems to work better than OJTs
Depending upon the needs and employment goal of the client a Work Experience activity may be a perfect precursor to developing an OJT and moving that client into permanent employment. Doesn't have to be either/or.
4. Employer abuse... in over 5 years no employer kept OJT worker past contract end date.
Not all employers or occupations are appropriate for OJT. If there is a history of letting OJT participants go on completion of a contract, then that business would not be eligible for future OJTs. This comment supports the need for TAT with service providers on how to market and best use OJT.
5. In rural areas, the wage increase at completion is still below the prevailing wage for occupation.
6. Not always best for kids.
Out-of-school youth are excellent candidates for OJT depending upon their employment goal and the training required to attain that goal
7. Employers don't like so much.
Employers that have positive experiences with OJT are big fans of this activity. This comment supports the need for TAT with service providers on how to market and best use OJT.
8. Kids experience level usually more appropriate for WEX.
For In-school youth this is particularly true as they are not seeking permanent employment, and WEX may be the most appropriate first step with out-of-school youth as well.
9. No money and employers start people at bottom and do all their own training, and don't see the need for OJT slots.
For response to the second part of this comment, refer to #2 above.
10. Not enough money.
See response #1
11. Lack of employers willing to do OJTs.
This comment supports the need for TAT on OJT
12. Lack of funding.
See response #)
13. Preparation (Training summary, duration) cumbersome to employer.
When done properly, very little time is required from the employer to set-up an OJT contract. All prep work is done by service provider staff in consultation with the employer.
14. Cost and time.
See responses #1 & #13
15. Never been introduced to it (OJT). Business in my area not familiar with it and how it works. (This person would be open to training.)
16. Persuading employers is lengthy.
This comment supports the need for TAT with service providers on how to market and best use OJT
17. Not all training can give training, which is valued in terms of transferable skills/certification.
OJT is not appropriate for all occupations
18. Our economy is focusing on jobs that require training in a formal curriculum, i.e. construction and nursing.

19. The only area OJT could be used is in the service industries, which in our area are the lowest paying. *OJTs can be written in a wide variety of occupations and industries. They are not appropriate for low paying occupations that require minimal time to learn which is true of many service industry jobs.*
20. Low unemployment rate in Kalispell.
21. Not an appropriate training route for our customers. Employers are not responsive to our request for training sites because there is a good pool of applicants already trained and ready.
The appropriateness of a training route should be dependent upon the individual client's employment goal and training needs. OJT may be the most appropriate training route in some cases, rather than classroom training.
22. Lots of employers don't want to deal with it.
This comment supports the need for TAT with service providers on how to market and best use OJT
23. It is expensive. We don't have the funds to do an OJT for just one person.
The reimbursement rate for OJT contracts is negotiable up to 50% - so service providers have some latitude on overall cost based on available funds.
24. OJTs cost a lot.
See response #23
25. Steps are confusing. (This operator came up with a checklist.)
This comment supports the need for TAT on OJT

GENERAL COMMENTS/SUGGESTIONS/QUESTIONS:

Question: Can service providers get a copy of the Utah review spreadsheet?

Answer: The State will check with Utah.

Question: PRA – How do we tell if a person has accepted a PRA so we do not provide services?

Answer: When you search for the participant in the **WIA Client Search** screen in MontanaWorks and you double click on the client name, it brings up tabs across your screen. Look under the History tab and in the Services History part of the screen. There will be codes (60, 61, and 62) that pertain to PRA.

Question: What about peer-to-peer monitoring?

Answer: Service providers are encouraged to use each other as resources for the purpose of ensuring quality control in program operation and case management.

Question: Is there going to be standardized training, initiated statewide for youth, adult and dislocated worker case managers?

Answer: The Statewide Workforce Programs and Oversight Bureau's plan is to conduct another Technical Assistance session in the fall and then two sessions each program year.